

A STUDY OF THE FACTORS WHICH AFFECT THE QUALITY OF WORKING LIFE (QWL) AMONG EMPLOYEES IN HEALTHCARE INDUSTRY

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ABSTRACT

Employee is an asset for organization that helps organization to be successful and achieve its organizational objectives, thus it is imperative for the organization to ensure that employees are experienced quality of working life. The objective of this study is to examine the three factors, work autonomy, communication and supervisory and emotional support on quality of working life (QWL) among employees in healthcare industry. Data were collected from 375 employees from two hospitals and three health clinics that located in Pahang. Variables were measured used Statistical Package for the Social Science (SPSS). Then, correlation and regression were used to test the hypothesis. The findings have shown that work autonomy, communication and supervisory and emotional support are correlated with quality of working life; with supervisory and emotional support was the most influential factor that contributes to QWL. Therefore, it can be said that an organization needs to practise and increase work autonomy, communication and supervisory emotional support to improve QWL. Improving QWL is important as it contributes to employees' productivity and commitment.

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TABLE OF CONTENTS

	Page
LIST OF TABLES	i
LIST OF FIGURE	ii
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study.....	1
Problem Statement.....	3
Research Objectives.....	3
Research Questions.....	4
Significance of the Study.....	4
Limitation of the Study.....	5
Definition of Terms.....	5
Chapter Summary.....	6
CHAPTER 2	
LITERATURE REVIEW	
Introduction.....	8
Quality of Working Life.....	8
Work Autonomy.....	9
Communication.....	12
Supervisory and Emotional Support.....	14
Initial Conceptual Framework.....	16
The Effect of Gender and Age on the Relationship.....	16
Proposed New Conceptual Framework.....	20
Chapter Summary.....	21
CHAPTER 3	
METHODOLOGY	
Introduction.....	22
Methodological Overview.....	22
Quantitative Research.....	25
Survey-based Research/Questionnaire.....	27
Research Design.....	27
Unit of Analysis.....	28
Data Collection Method.....	28
Scale Development.....	30
Variable 1: Quality of Working Life.....	32
Variable 2: Work Autonomy.....	33
Variable 3: Communication.....	34
Variable 4: Supervisory and Emotional Support.....	35

Questionnaire.....	36
Pilot Study.....	37
Pilot Study Sampling and Data Collection.....	38
Pilot Study Result.....	38
Final Survey.....	38
Data Analysis.....	38
Chapter Summary.....	39

CHAPTER 4

RESULT AND ANALYSIS

Introduction.....	40
Demographic Data.....	40
Crosstab Analysis.....	49
Reliability Analysis.....	51
Correlation Coefficient Analysis.....	53
T-test Analysis.....	55
Multiple Regression Analysis.....	56
Chapter Summary.....	58

CHAPTER 5

DISCUSSION AND RECOMMENDATION

Introduction.....	59
<i>Important Facts from Demographic Profile</i>	59
Research Questions Findings and Discussion.....	59
Recommendation.....	65
Recommendation for Future Research.....	67
Chapter Summary.....	68

REFERENCES.....	69
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APPENDICES.....	70
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Appendix A: Letters.....	77
Appendix B: Questionnaire.....	83
Appendix C: Data Analysis.....	92